

CONSUMER ALERT



JOSEPH R. BIDEN, III
ATTORNEY GENERAL

Consumer Protection Unit

New Castle County - (302) 577-8600

Kent County - (302) 739-7641

Sussex County - (302) 856-5353

Toll Free Consumer Hotline - (800) 220-5424

Consumer.Protection@State.DE.US

FRAUDULENT VISHING WARNING

(Wilmington, DE): Attorney General Biden warns that Delaware citizens may receive fraudulent calls from thieves trying to obtain their confidential and private information. In this new form of "phishing," consumers receive fake voice mail messages purportedly from their bank or credit card company instructing them to call to verify account information. When consumers call the phone number given, a recorded message tells them to enter their account number by pushing the numbers on the phone keypad.

What consumers do not know is that they are not calling a legitimate business but are calling a Voice Over Internet Protocol (VoIP) phone set up by a thief. The VoIP phone recognizes the keystrokes entered by consumers so that their bank and credit card account numbers are captured for use by criminals through this "vishing" scam.

Attorney General Biden offers the following tips to protect your confidential and private information:

- Never provide personal or financial information in response to unsolicited emails or telephone calls. Legitimate businesses don't ask for this information by email or phone.
- If in doubt, contact the business directly through the phone number on your bank account statement or the back of your credit card. Never call the number given in the email or phone message.
- Review credit card statements monthly to look for unauthorized charges.
- Regularly monitor your credit reports from the three major credit bureaus. You're now entitled to one free report each year from each of the bureaus. Get your reports by visiting www.annualcreditreport.com or by calling 877-322-8228.

If you believe that your personal or financial information has been used by an identity thief, visit the Attorney General's website at www.state.de.us/attgen/ and print the ID Theft Victim Kit which will guide you step by step guide on what your need to do to report and document the incident. You can obtain additional information by calling the Consumer Protection Unit at 800-220-5424 statewide or 577-8600 in New Castle County.